

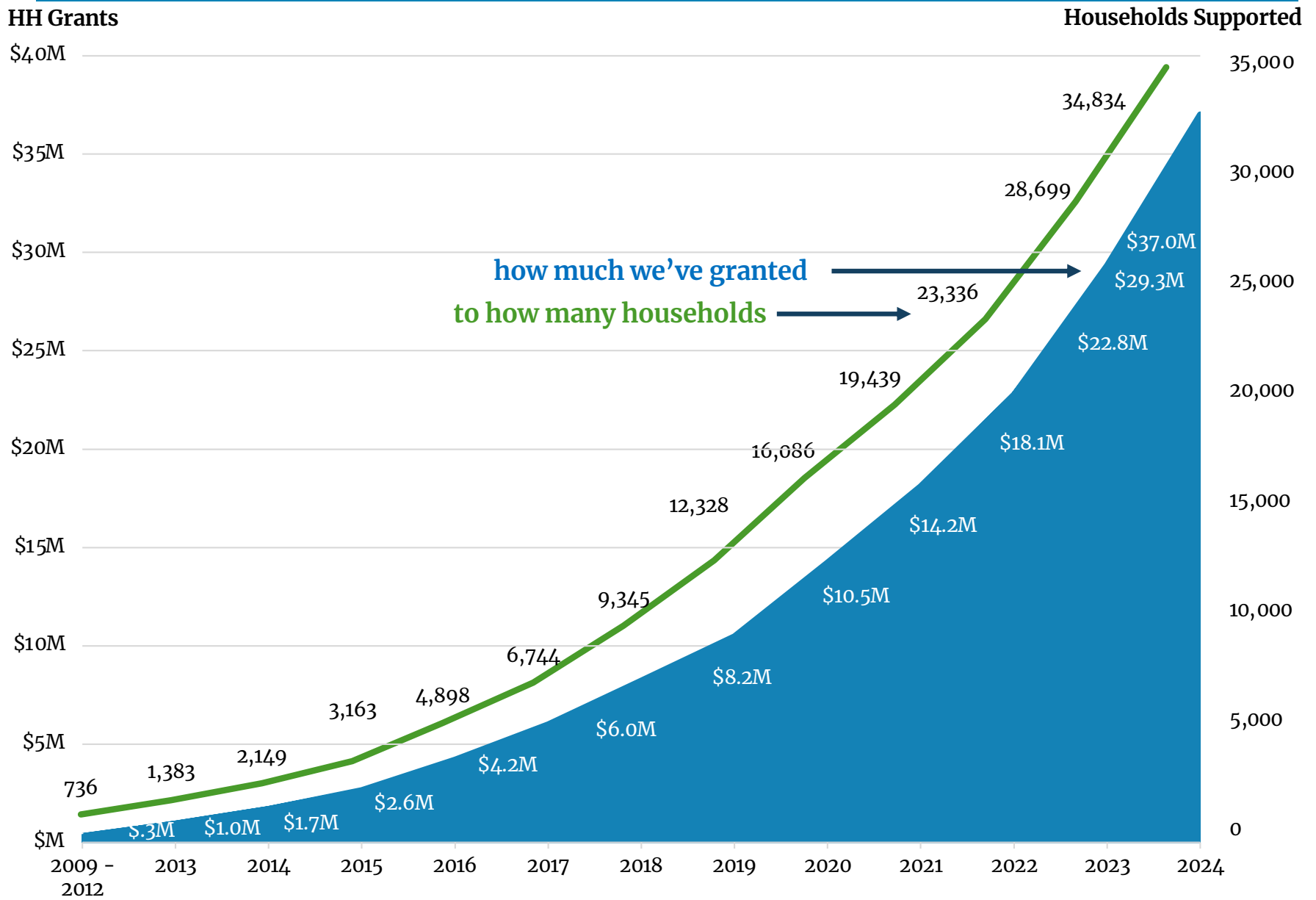
Helping Hands 2024 Impact Report

March 1, 2025

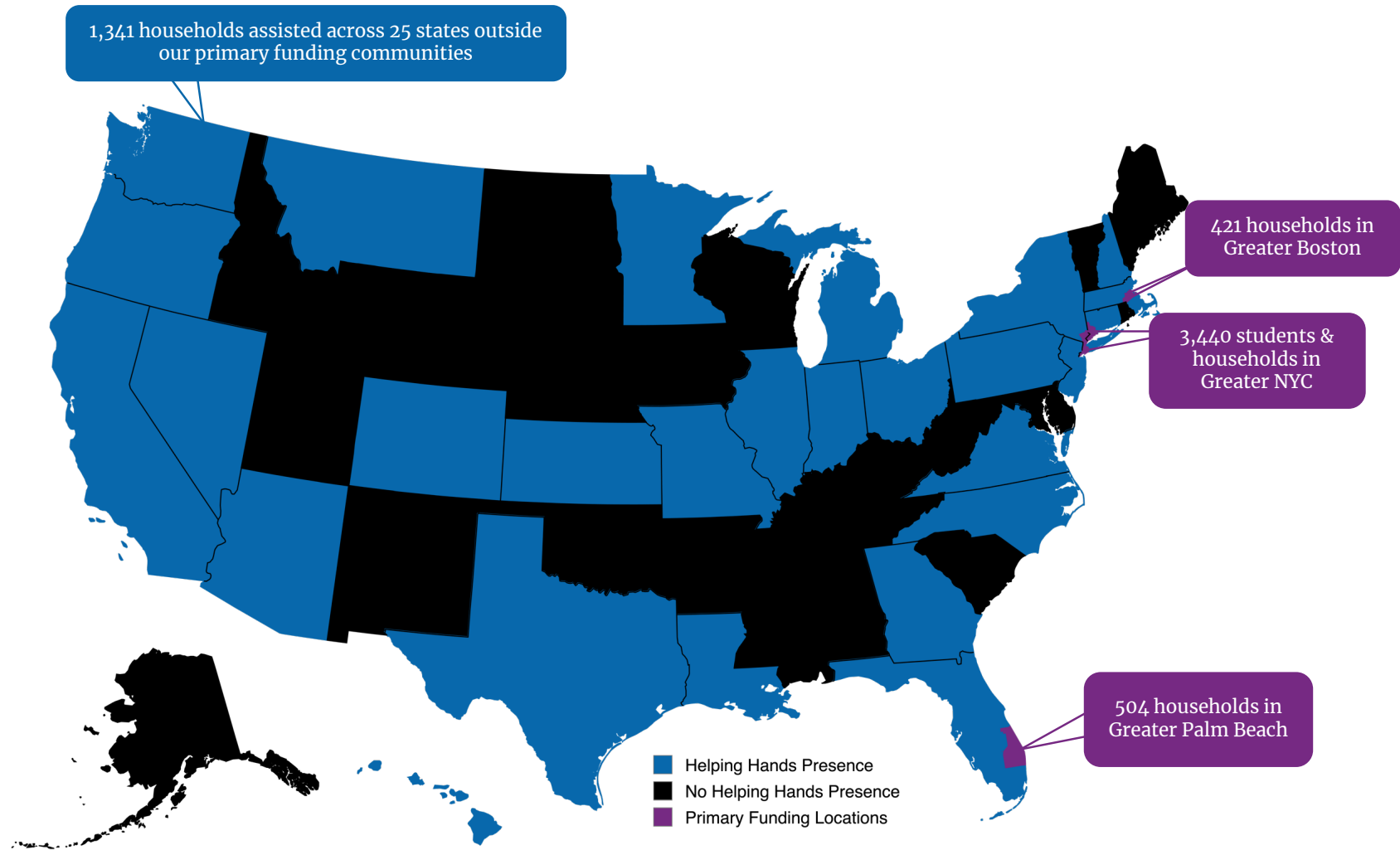


Gerstner
PHILANTHROPIES

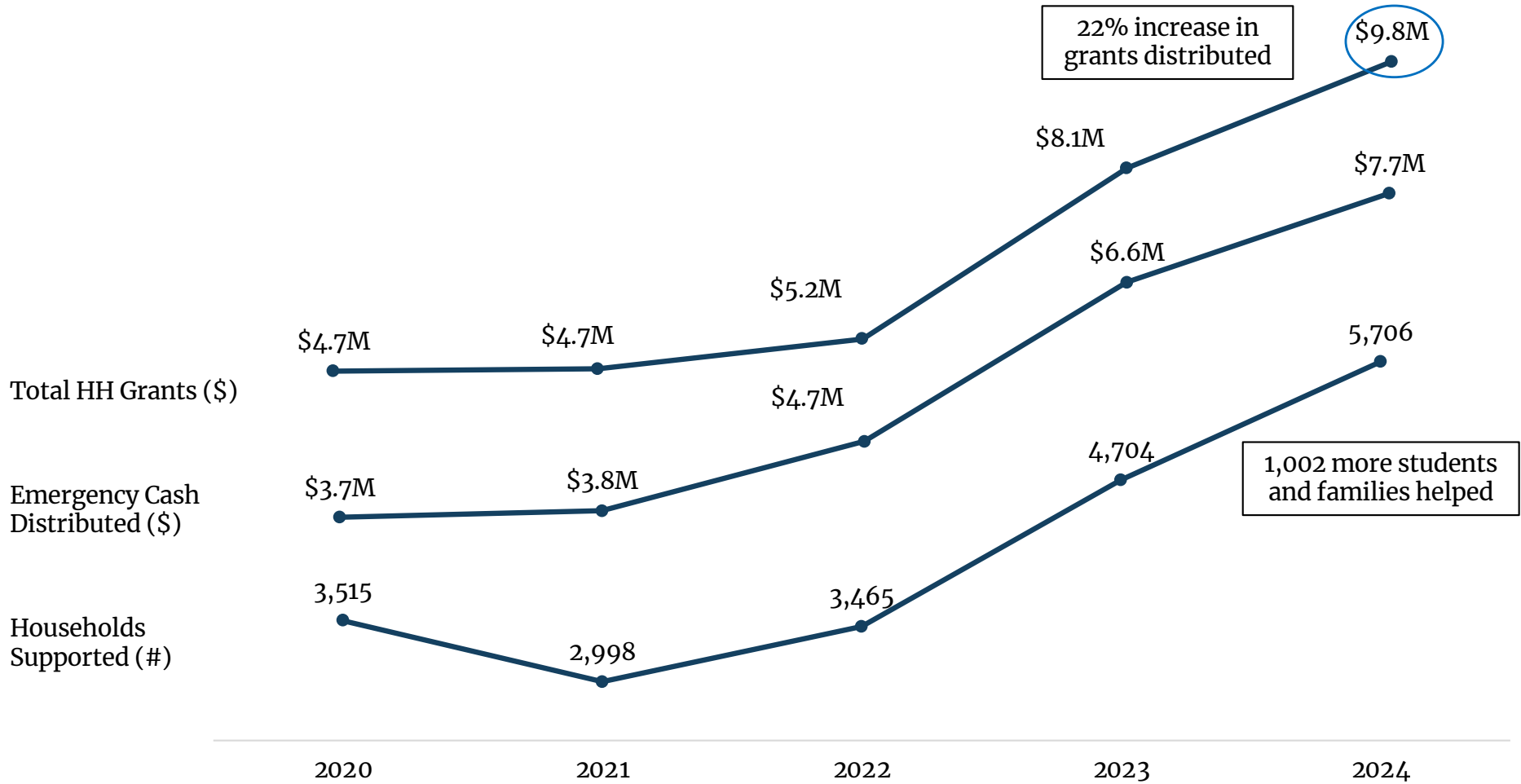
Since its inception, Helping Hands has distributed more than \$37M in funding to support approximately 34,000 households.



In 2024, Helping Hands assisted 5,706 households in crisis.



In 2024, the foundation increased Helping Hands grantmaking by 22% to \$9.8M.

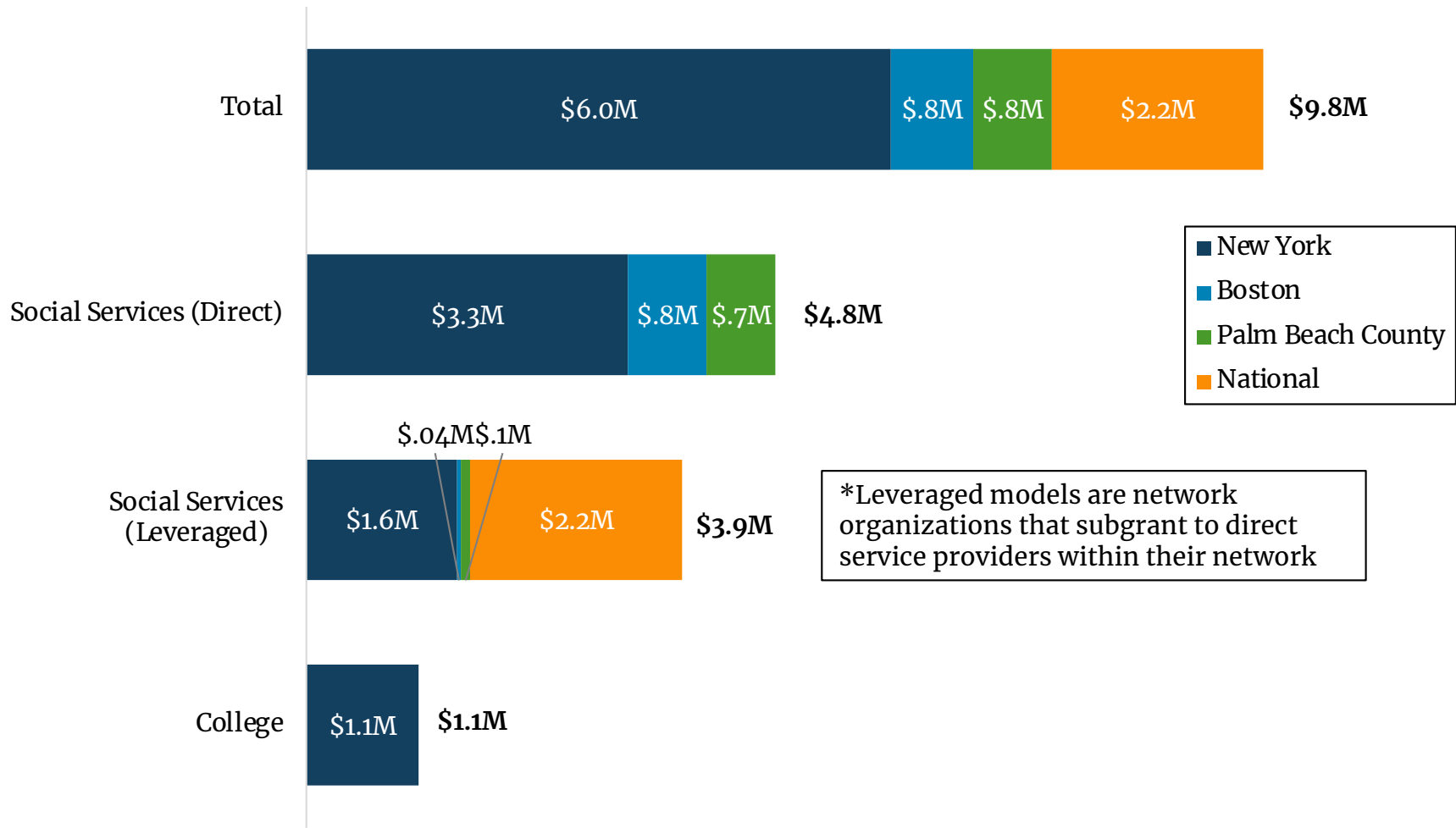


Avg. Grant Size	2020	2021	2022	2023	2024
	\$1,065	\$1,275	\$1,346	\$1,401	\$1,344

Notes:

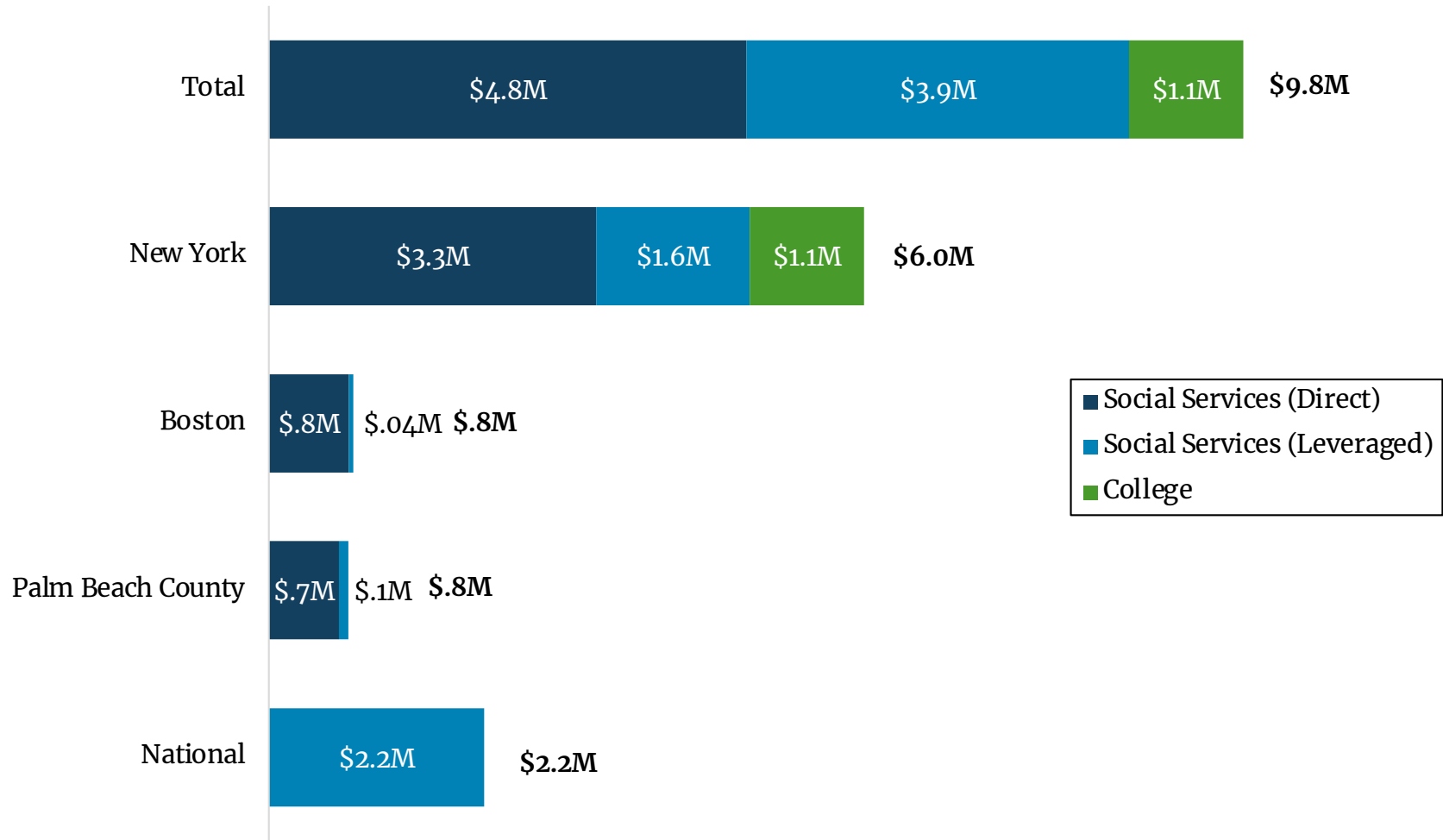
- In 2023, the foundation began making program capacity grants and implemented a policy on other direct costs which accounts for the difference between Total HH Grants and Emergency Cash Distributed.

Most grants are made to Social Service organizations, both directly and through leveraged models*.



In 2024, Gerstner added 9 new direct partners: 5 direct social service agencies (NYC and Palm Beach) and 4 colleges (NYC). Leveraged models added 13 new subgrantees to the program.

New York is Gerstner's largest area of Helping Hands giving, followed by National.



For 2025, the foundation is prioritizing new partnerships in Boston and Palm Beach.

Helping Hands Perspectives from the Field

MA

“As case filings have increased over the past two years, practically all of the expanded rental assistance funding that had been available has been exhausted.”

Homestart

FL

“We’ve seen an increase in ‘first timers’ who never found themselves in this situation before.”

Adopt-A-Family of the Palm Beaches

FL

“Environmental factors are creating a perfect storm for a person with power and control issues to escalate their abuse.”

Aid to Victims of Domestic Abuse

NY

“People think they can handle things on their own and then things snowball.”

Part of the Solution

NY

“[Our case managers] stress that you cannot underestimate the importance of a small grant.”

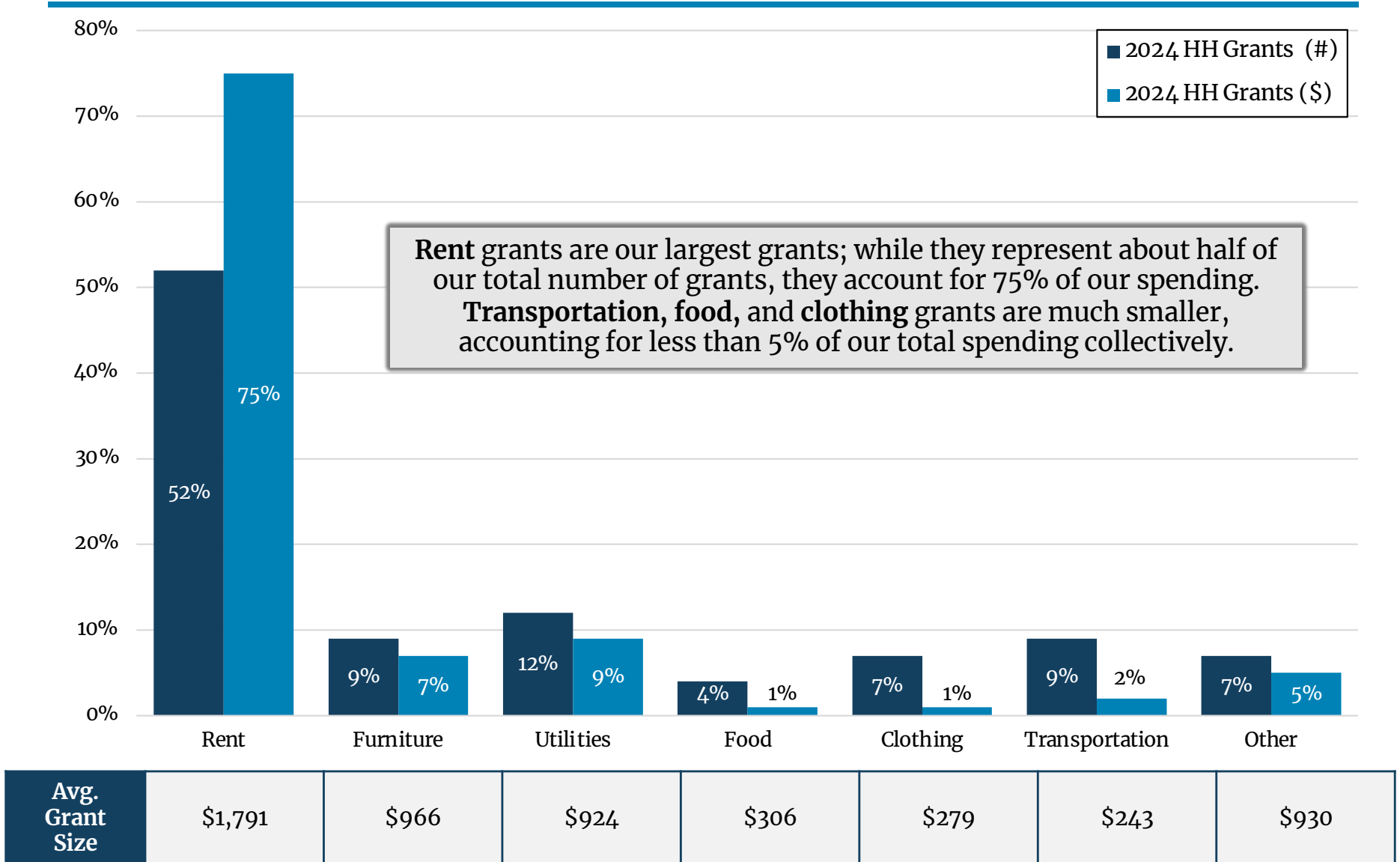
Sanctuary for Families

NY

“[Helping Hands] symbolizes a lifeline for our students, empowering them to overcome challenges and remain steadfast in their pursuit of higher education.”

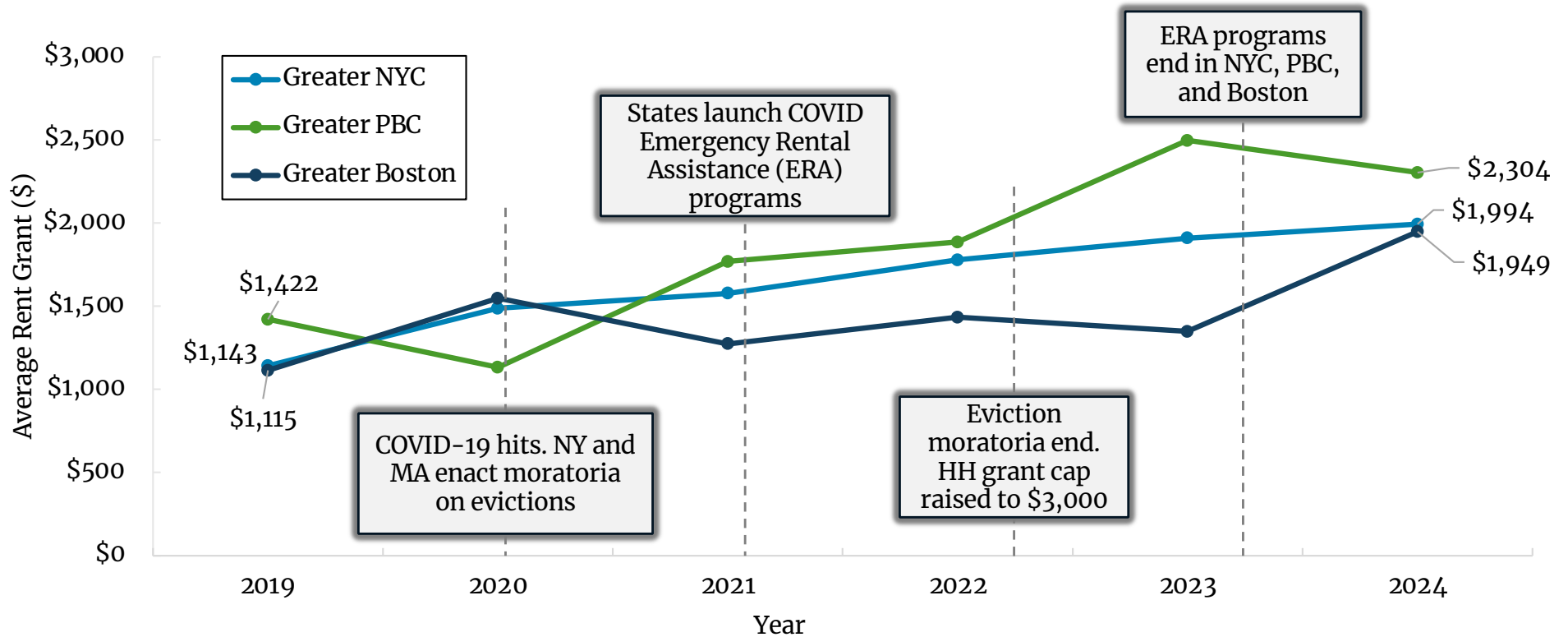
Queens College

2024 Grants: Number vs. Dollars Granted



Notes:
 • “Other” grants include moving, medical, and miscellaneous.

Average Rent Grant Size By Location (2019-2024)



Since the pandemic, Helping Hands' average rent grant size has **risen by 52%**, driven by the end of federal aid programs and elevated housing costs across our primary funding locations.

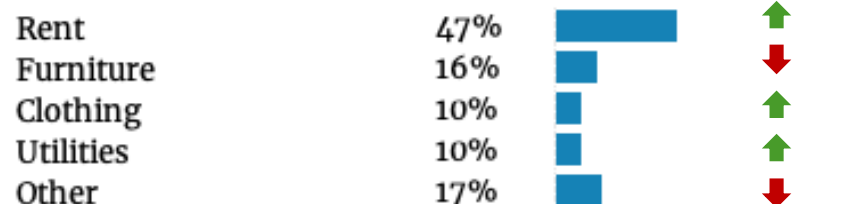
- **Greater NYC:** Rent grant size has been steadily rising since 2019, with more than **half of all households citywide qualifying as rent-burdened**.
- **Palm Beach County (PBC):** Despite an 8% drop from 2023, the average grant size for rent remains 62% above pre-pandemic levels, as wealth migration has driven housing costs up; **60% of PBC residents are rent-burdened**.
- **Boston:** Average rent grant size rose 44% in 2024 after state rental assistance ended. **Rent has risen nearly 37% since 2020**.

Greater NYC - Social Services Snapshot

Twelve New York-based Helping Hands grantees assisted 2,523 households in 2024.

	Area Impact
Number of Organizations:	12 direct grantees 28 subgrantees
Total Emergency Assistance Provided:	\$3,739,398
Total Households Helped:	2,523
Avg. Grant Size:	\$1,482
% Stably Housed 1-Year Later:	83% (1,422 households)

Top Needs

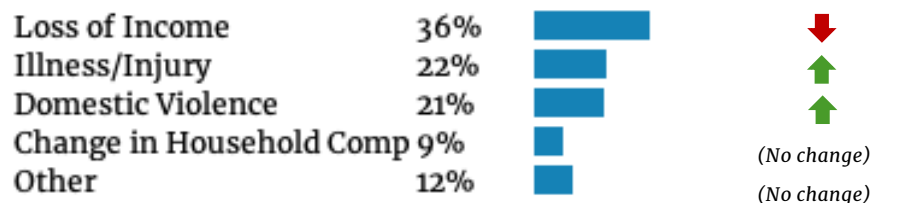


The number of rent grants rose by 2% from 2023 as housing costs continue to rise. Clothing grants also saw a small uptick (1%) from 2023, which aligns with the uptick in domestic violence cases. Survivors often leave everything behind as they flee their abusers, and often need one-time assistance for smaller but essential items.

Spending by Helping Hands Focus

	# orgs	% \$ Spent	% Grants Made
Homelessness Prevention	5	29%	22%
Community-Based Org	4	56%	46%
Domestic Abuse	3	15%	32%
Health/Hospital	0	0%	0%

Top Emergencies



Loss of income cases dropped by 3% from 2023 as we saw a wider range of triggers crop up amongst the households seeking support.

Notes:

- Top Needs % shown calculated based on numbers of grants made.
- “Other” needs includes grants made for food (8%), moving (4%), medical (1%), transportation (1%), and miscellaneous (3%).
- “Other” emergencies includes cases triggered by theft (3%), natural disaster (3%), and miscellaneous (6%).

Greater Boston Snapshot

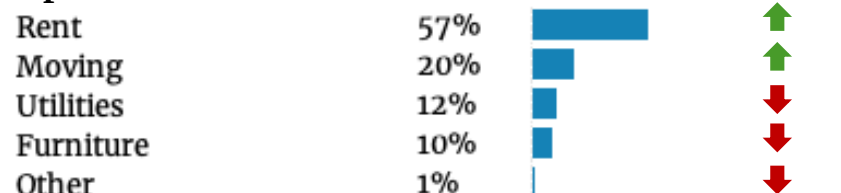
Five Boston-based Helping Hands grantees assisted 421 households in 2024.

Area Impact	
Number of Organizations:	3 direct grantees 2 subgrantees
Total Emergency Assistance Provided:	\$686,274
Total Households Helped:	421
Avg. Grant Size:	\$1,630
% Stably Housed 1-Year Later:	93% (248 households)

Spending by Helping Hands Focus

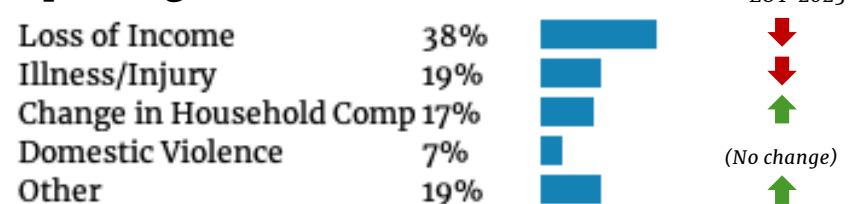
	# orgs	% \$ Spent	% Grants Made
Homelessness Prevention	4	89%	92%
Health/Hospital	1	11%	8%
Community-Based Org	0	0%	0%
Domestic Abuse	0	0%	0%

Top Needs



Rent and move-in expenses each jumped by 7% from 2023. This shift is driven by the end of COVID-era rental assistance programs in the area, and prohibitively high upfront costs to secure an affordable apartment. On average, upfront costs to secure a voucher-eligible unit range from \$8,000 - \$10,000.

Top Emergencies



Cases related to landlord behavior creating safety issues (e.g., bed bugs, leaks, harassment) are rising (captured in "Other"). Partners shared that many landlords have become complacent with maintenance, with some harassing low-income tenants, in attempt to drive them out and raise rents.

Notes:

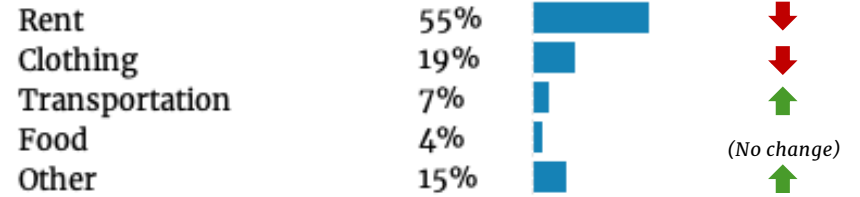
- Top Needs % shown calculated based on numbers of grants made.
- "Other" needs includes miscellaneous grants (1%).
- "Other" emergencies were primarily driven by unsafe living situations created by landlords (8%), natural disasters (2%), and theft (1%).

Greater Palm Beach County (PBC) Snapshot

Five PBC-based Helping Hands grantees assisted 504 households in 2024.

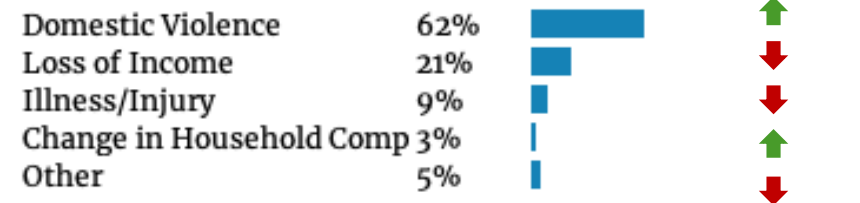
Area Impact	
Number of Organizations:	3 direct grantees 2 subgrantees
Total Emergency Assistance Provided:	\$758,834
Total Households Helped:	504
Avg. Grant Size:	\$1,506
% Stably Housed 1-Year Later:	86% (179 households)

Top Needs



We continue to see a more varied use of HH funds than in previous years, with **transportation seeing a 7% increase from 2023**. All transportation grants were for survivors of domestic abuse. This support is critical in providing the means to relocate to a safe area with a support network and maintain employment during a challenging transition period.

Top Emergencies



62% of Palm Beach County cases were triggered by domestic violence. While this is largely due to one of our three direct PBC partners focusing only on domestic violence, **the surging cost of living in the area has created a “perfect storm” for abuse**, as victims struggle to separate financially from their abuser.

Spending by Helping Hands Focus

Focus	# orgs	% \$ Spent	% Grants Made
Homelessness Prevention	3	45%	31%
Domestic Abuse	1	37%	57%
Community-Based Org	1	18%	12%
Health/Hospital	0	0%	0%

Notes:

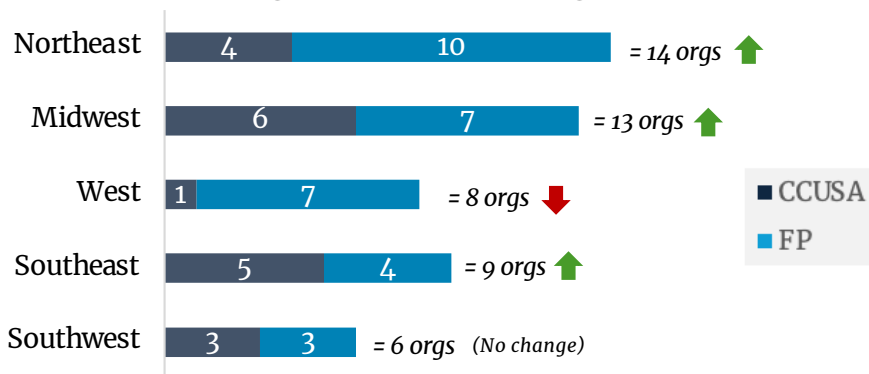
- Top Needs % shown calculated based on numbers of grants made.
- “Other” needs includes grants made for utilities (3%), medical (3%), moving (2%), furniture (1%), and miscellaneous (6%).
- “Other” emergencies includes miscellaneous cases (5%).

National Snapshot

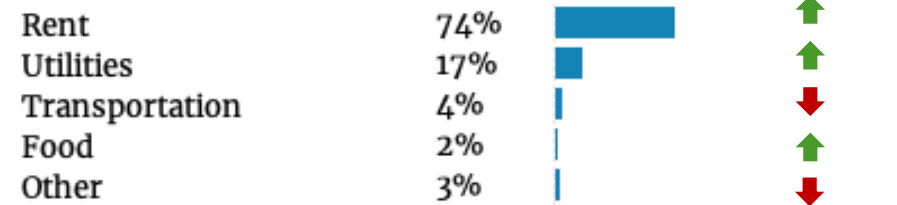
Two national leveraged partners oversaw 50 subgrantee organizations outside of our primary funding locations and assisted 1,341 households 2024.

	Area Impact
Number of Organizations:	2 grantees 50 subgrantees
Total Emergency Assistance Provided:	\$1,703,837
Total Households Helped:	1,341
Avg. Grant Size:	\$1,271
% Stably Housed 1-Year Later:	70% (599 households)

Number of Organizations by Region

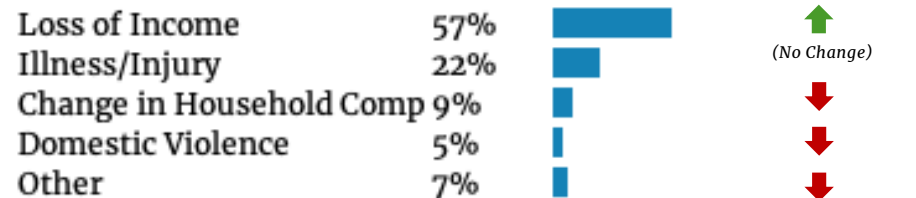


Top Needs



Nearly three quarters of grants went to rent, as our national partners primarily focus on housing issues. **Utility cases rose by 3%** from 2023, as our partners have shared painful hikes in energy costs across the country.

Top Emergencies



Cases triggered by loss of income increased by 5% from 2023. Our partners report that even a brief period of unemployment can quickly spiral into instability due to high housing costs.

Notes:

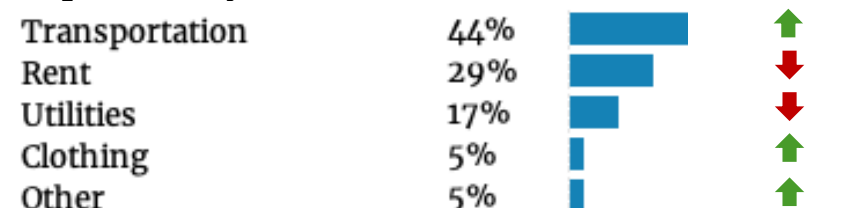
- Top Needs % shown calculated based on numbers of grants made.
- “Other” needs includes grants made for furniture (1%), moving (1%), and miscellaneous (1%).
- “Other” emergencies includes cases triggered by natural disaster (3%), theft (1%), and miscellaneous (3%).

College Snapshot

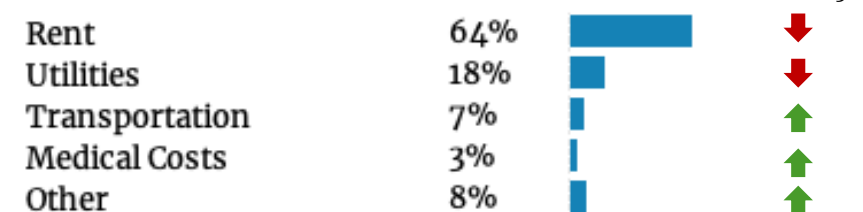
Ten New York-based College Helping Hands grantees provided 917 grants totaling over \$900k during 2024.

	Area Impact
Number of Grantees:	10
Total Emergency Assistance Provided:	\$903,285
Total Grants Made	917
Avg. Grant Size:	\$985
Avg. Recipient GPA:	3.23
Student Persistence Rate:	90%

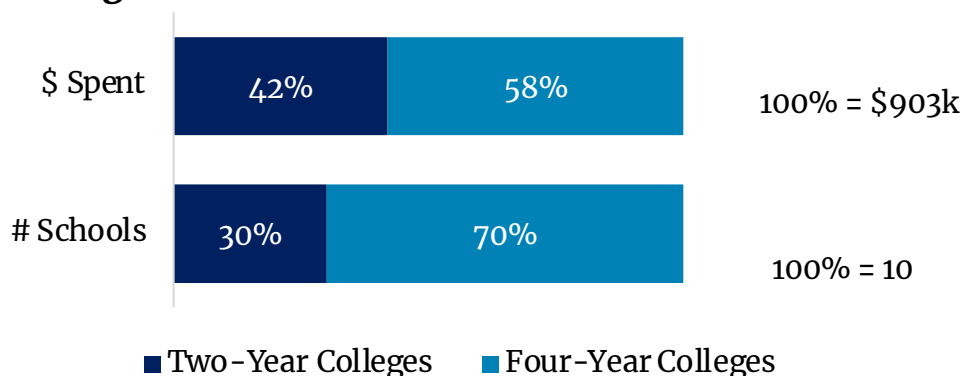
Top Needs by Number of Grants



Top Needs by Dollars Spent



Colleges:



The number of **transportation** grants have increased as students struggle to afford public transit and due to the administrative efficiency of purchasing MetroCards; the overall spending on this category remains steady (1% increase from 2023). For 2025, we have clarified our criteria to ensure all transportation grants meet our one-time and triggering emergency guidelines.

Though **rent** spending decreased slightly, it continues to be the highest need in terms of dollars spent. **Utilities** remain a common use due to the end of pandemic relief programs and pre-existing vendor relationships. **Clothing** has emerged as a rising need.

Notes:

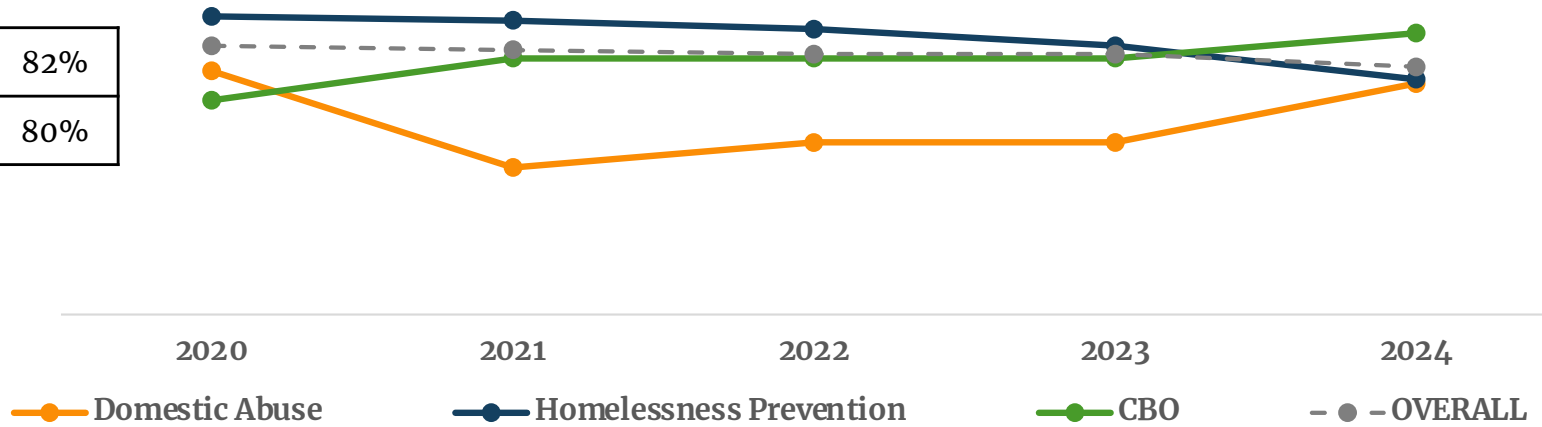
- “Other” needs by number of grants includes grants made for furniture (2%), medical (2%), and miscellaneous (1%); “Other” needs by dollars spent includes grants made for furniture (4%), clothing (1%), and miscellaneous (3%).

Grant Impact Measurements – Social Services

As of December 31, 2024

Grant Recipients Stably Housed after One Year ⁽¹⁾

2023	82%
2024	80%



Org Type	2020	2021	2022	2023	2024
Domestic Abuse	78%	55%	61%	61%	75%
Homelessness Prevention	91%	90%	88%	84%	78%
Community-based Org (CBO)	71%	81%	81%	81%	85%
OVERALL	84%	83%	82%	82%	80%

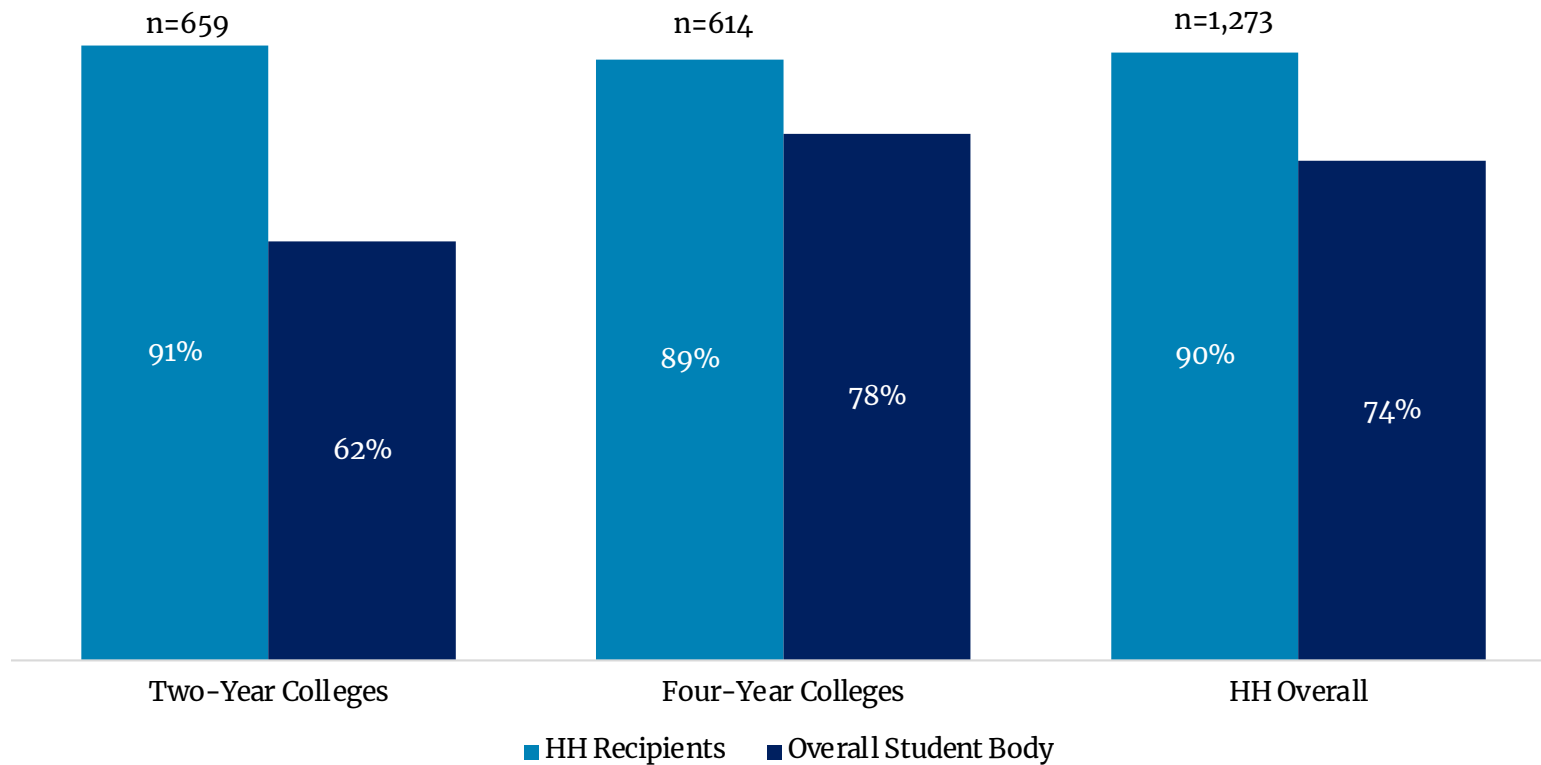
80% of rent-grant clients were confirmed to be stably housed one year later.

The 2024 dip in stably housed rates was driven by lower client response rates, as any household unable to be confirmed stable is assumed to be unstably house. Strategies to improve response rates and the quality of this data will be a key focus for the foundation in 2025.

(1) The percentage of stably housed grant recipients is calculated assuming that if a client cannot be reached, they are not stably housed. It is possible that the percentage of stably housed grant recipients is as high as 95% in 2024.

Grant Impact Measurements – College

Grant Recipient College Persistence vs. Overall Student Persistence



Helping Hands emergency assistance has a noted impact on student persistence, with the persistence across all our campus partners at 90%.

The largest impact is seen in students at community colleges; collectively, **91%** of Helping Hands recipients at two-year schools have persisted or graduated, compared to just 62% of their student bodies overall.